

# FGT

## FIORE GROUP TRAINING INC.

### WELCOME!

Fiore Group Training has been delivering incredible service to the corporate world for over 25 years



**ZERO** Tolerance



**ZERO** Violence

**CHAT** Easy

**LEADERSHIP ACCELERATOR**  
PROGRAM

**EDI** Training

**VELOCITY** Leadership

**SONAR** Leadership

**ABI** Training

**MRW** Training



**FIORE GROUP**  
**TRAINING INC.**

## Who is Fiore Group Training?

Created over 25 years ago, Fiore Group Training is now recognized as the industry expert in delivering workplace training to organizations throughout Western Canada and beyond.

With focus on realistic everyday situations, our training sessions are acclaimed as being ground-breaking and transformative.

**ZERO Tolerance™** is Fiore Group's flagship Respectful Workplace Training workshop. Available in person, virtually and eLearning formats.

**EDI Training** is Fiore Group's exclusive Equity, Diversity and Inclusion Training workshop. The focus is to ensure that every employee knows they have the right to feel safe, respected, and welcome in their workplace.

**ABI Training** is Fiore Group's Active Bystander Intervention Training workshop, designed to empower change in workplace culture and ensure your workplace is safe for everyone.

**Zero Violence™** is Fiore Group's signature Workplace Violence Prevention program. Available in person, virtually and eLearning formats.

**SONAR Leadership™** is an innovative and powerful 1-Day workshop for aspiring supervisors and seasoned leaders alike.

**LEADERSHIP Accelerator Program™** is a supercharged leadership program that will change your life, and radically transform your ability to show up and impact those around you. Available in person, virtually and eLearning formats.

**CHAT Easy™** is Fiore Group's unique 1-on-1 Coaching program designed to build and develop those individuals who aspire to do more and be more within their careers.

**VELOCITY Leadership™** is Fiore Group's dynamic leadership workshop that explores the hidden path to achieve extraordinary success! Available in person and virtually.

**MRW Training** is Fiore Group's Managing Remote Workers training workshop. This provides critical skills for today's supervisors and managers. Available in person and virtually.

# Meet Our Amazing Team!



**Phil Eastwood**  
Fearless Leader

Coffee • Formula 1 Racing • Playing the Piano



**Henry**  
CEO

Sleeping • Socks • Walks



**Karen Menzies**  
VP Details

Hiking • Golden Retrievers • Saturdays



**Scott Maglio**

Director of Safety and Tactics  
Fishing • Hockey • Coaching



**Chantelle Nascimento**

Director of Global Learning & Current Affairs  
Book Club • Family Time • Weekend Adventures



**Paul Fayle**

Director Of Musical Entertainment  
Rugby League • Triumph TR6  
• Playing guitar, badly



**Dorit Mason**

Director of Creativity  
Nature • Art • Family



**Neil Collins**

Director of Transportation and Procurement  
Family • Cooking • Everything Outdoors



**Darren Blackburn**

Director of Emergency Services,  
Including Ghostbusters  
Making Plans • Kids • Weekends



**Martina Nova**

Director of Conscious Awareness  
Positivity • Connection • Encouragement



**Agnieszka Rogowiec**

Executive Assistant to the CEO  
Nature • Mindfulness • Chess



**Jerome Rodriguez**

Director of Security and Intelligence  
Family • Fitness • Facilitation



**Melodie Devlin-Joyal**

Director of Design  
Travel • Sailing • Camping



**Kathy Medley**

Director of Remote Administration  
Cooking • Gardening • Cats



**Golnar Bizhanfar**

Director of Details  
Travel • Dancing • Hanging With Friends



# FIORE GROUP TRAINING INC.



**500**

blog posts published



**3,400**

training targets achieved



**6,000**

e-learning students



**125**

conference keynotes



**2,200**

SONAR leaders graduated



**12,500**

"what would you do?"  
scenarios



**100,000**

participants



**3,600**

workshops delivered



**500**

incredibly satisfied  
training coordinators



**17,000**

hours of interactive  
training



**210**

1 on 1 coaching  
sessions delivered



**175,412**

lightbulb (ah-ha)  
moments



**FIORE GROUP**  
**TRAINING INC.**

## What Our Clients Say About Us

“Right from our first interaction with the Fiore Group, they were intent on understanding the culture of the hotel and were able to customize the material to reflect the Hotel's core values. He brings passion and enthusiasm to his presentations with just the right amount of humor to keep people engaged on such a serious topic.”

**Human Resources Manager, Pan Pacific Vancouver**

“The Fiore Group trainer’s positive and practical approach to delivering respectful workplace training was excellent. He was willing to customize his delivery to match our organizational culture including high quality handouts, classroom resources and case studies. In addition to classroom delivery, we also contracted the Fiore Group to develop and produce an interactive on-line respectful workplace learning module for new employees.”

**Director of Human Resources, City of Port Coquitlam**

“Fiore Group has continued to work with us to customize the training material to ensure the sessions are completely appropriate to the organizations and the audience. Feedback from staff who have participated in these sessions are overwhelmingly positive. Comments such as “Instructor was fantastic”, “Held my interest and he clearly was passionate about his work”, are common themes in evaluations.”

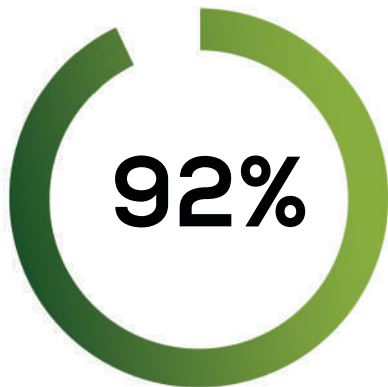
**BCMSA, Mike Roberts, CEO**

“Our organization recently used the professional services of Fiore Group Training to deliver Respectful Workplace Awareness training to 160 of our unionized firefighters. Phil has a very engaging, respectful personality with excellent communication skills that allow for creative, interactive and impactful conversation with those around him. Phil has this really rare ability to keep people engaged, capture their attention and then to effortlessly draw out thoughts and feedback.”

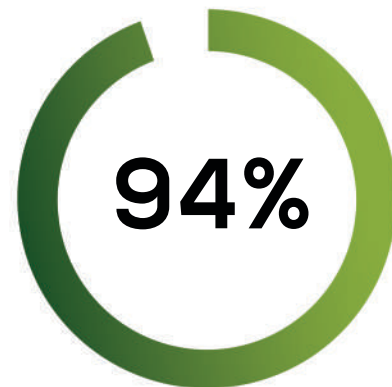
**Fire Chief, City of Coquitlam**



## What Our Workshop Attendees Say About Us



92% of The City of Abbotsford employees assessed that their Fiore Group Training workshop experience was excellent/very good.



94% of Surrey Fire Rescue Services staff assessed that their Fiore Group Training workshop experience was excellent/very good.

“The Respectful Workplace training for managers/supervisors was very engaging, professional, captivating and entertaining at the same time. The facilitator conveyed his passion and commitment to the subject, and his presentation was creative and captivating, which kept the attention and interest of staff. All feedback was positive and beyond expectations.”

**Capilano Golf & Country Club**

“The experience for over 25 years has been exemplary; the quality and delivery of training, and the character of their facilitators, is bar none.”

**BC Ferries**

“This program has provided me so much more confidence to deal with situations during my day. Very engaging speaker. I have attended many different training courses and you were truly the best presenter I have seen.”

**City of Vancouver**

“Very engaging course with great information. Great coverage of the topic in a fantastic story-telling style.”

**City of Prince George**



**FIORE GROUP**  
TRAINING INC.

## Fiore Group Training clients include





## RESPECTFUL WORKPLACE TRAINING

### DESCRIPTION

Respectful conduct in workplaces, or the lack of it, is in our news headlines every day. Our workplace culture will either make us an Employer of Choice or will damage our reputation.

**ZERO Tolerance** is a highly interactive and entertaining workshop where we examine workplace relationships and how we deal with conflict through an entirely new lens.

Every worker has the right to be treated fairly and respectfully but is also responsible, as a member of the work place, for doing everything in their power to create positive relationships which contribute to safe and productive environments.

This session explores the importance of positive working relationships and provides tools and tips to effectively deal with situations as they arise. You will never look at workplace conflict the same way again.

Attitudes Are Contagious: We help create positive ones.

### OUR 4-HOUR WORKSHOP OBJECTIVES (2-hour fast-paced option is also available)

**ZERO Tolerance** participants will learn:

- The importance of appropriate workplace behaviour
- Workplace behaviour that is considered unacceptable
- The responsibilities of employers, employees, and supervisors
- The difference between harassment, bullying, and discrimination
- The Provincial/Federal/State regulations that apply to workplace behaviour
- How to create a positive and respectful workplace culture
- How to have "difficult conversations" to informally resolve disputes
- How to file a formal complaint

**PLUS MUCH, MUCH MORE**

IN PERSON  
FORMAT

VIRTUAL  
FORMAT

E-LEARNING  
FORMAT





## EQUITY, DIVERSITY AND INCLUSION (EDI) TRAINING

### DESCRIPTION

Every employee has the right to feel safe, respected, and welcome in their workplace.

This concise and introductory training is intended to support employees' understanding of their obligation to contribute individually and collectively to creating a workplace that is free of discrimination and racism. More importantly, the training empowers everyone to become anti-discriminatory and anti-racist, by standing up and speaking up when they witness inappropriate behaviour in the workplace.

The training has been designed to educate participants about our diverse societal communities, the challenges faced by their members, and provide practical ways to develop a workplace culture where all employees are accepted and appreciated as individuals, and are able to participate fully, safely, and productively in the workplace. If applicable, this training will cover key components of any Anti-Discrimination and Anti-Racism Policies that an employer has developed.

This thought-provoking training identifies common types of unconscious bias, examines the negative effects it has on individuals, and provides practical tips for mitigating those effects. Self-reflective questions and exercises will help to reinforce key concepts and provide opportunities for participants to consider their own biases and explore ways to overcome them and support a more respectful and inclusive workplace culture.

### OUR 3-HOUR WORKSHOP OBJECTIVES

#### EDI PARTICIPANTS WILL LEARN:

- How diversity, inclusion, and belonging impact the workplace
- What unconscious biases are and the lenses in which we individually see the world around us
- How people are impacted by unconscious bias, microaggressions, and other exclusionary words and actions
- How to lean into uncomfortable conversations to become comfortable talking about the impact of our actions and our inactions
- How to make personal and professional changes to build a workplace that is inclusive, anti-discriminatory, that promotes anti-oppressive behaviours and challenges unconscious biases
- The intended purpose of an Anti-Discrimination and Anti-Racism Policy (if applicable)
- What to do if an employee feels as if they have experienced or witnessed discrimination, racism, or any inappropriate behaviour that could exclude, offend, or have a negative impact on another person.

**IN PERSON  
FORMAT**

**VIRTUAL  
FORMAT**



## ACTIVE BYSTANDER INTERVENTION TRAINING

### DESCRIPTION

EMPOWERING CHANGE IN WORKPLACE CULTURE AND ENSURING YOUR WORKPLACE IS SAFE FOR EVERYONE

This training aims to empower individuals to overcome the Bystander Effect, actively intervene in challenging situations, and contribute to creating a workplace that is not only safe but cultivates respect, inclusivity, and positive interactions among colleagues.

Active Bystander Training is a dynamic and interactive workshop designed to equip individuals with the tools and knowledge to intervene effectively in challenging situations and foster a culture of respect and inclusivity in the workplace.

### OUR 2-HOUR WORKSHOP OBJECTIVES

#### ABI PARTICIPANTS WILL LEARN:

- Understanding the bystander effect
- Factors influencing the bystander effect
- Bystander Intervention - The 5 D's
- Define the 5 D's/group exercises
- Impact of bystander effect
- Bystander Intervention
- Exploring workplace dynamics
- Recognizing workplace environments
- Strategies for building a safe and inclusive workplace
- Identifying yellow and red flags
- Recognizing green flags
- Developing strategies
- Creating an action plan

IN PERSON  
FORMAT

VIRTUAL  
FORMAT



## WORKPLACE VIOLENCE PREVENTION TRAINING

### DESCRIPTION

The best way to conquer violence in the workplace is to learn how to prevent it.

When workplace violence occurs, there is a cost – both in human and economic terms. It also damages the community where that sense of trust and a feeling of safety suffers.

In our **ZERO Violence** workshop, participants dive into four hours of fast-paced learning where we engage in a unique teaching style that is creative, interactive, and most importantly, effective.

After completing this training, participants will find a renewed sense of competence as they are better informed on what to look for and how to handle and respond to situations if / when they crop up.

Every worker has the right to expect a safe workplace. Employers have a legal and ethical obligation to promote a workplace environment free from threats and violence. This workshop is a critical part of that responsibility.

### OUR 4-HOUR WORKSHOP OBJECTIVES

**ZERO VIOLENCE** participants will learn:

- How to recognize the warning signs of workplace violence
- The legislation and regulations that apply to workplace violence prevention
- The responsibilities of employees, supervisors, and employers
- How to increase their personal safety level at work
- How to manage their response to a situation
- How to respond safely to workplace violence, including threats, aggression, abusive phone calls and potentially violent meetings
- How to document workplace violence properly and report incidents to the authorities

**PLUS MUCH, MUCH MORE**

**IN PERSON  
FORMAT**

**VIRTUAL  
FORMAT**

**E-LEARNING  
FORMAT**



## ESSENTIAL LEADERSHIP TRAINING FOR TODAY'S WORKPLACES

### DESCRIPTION

Today's significant leaders must engage their teams, communicate effectively and hold themselves to important standards through the empowerment of others, acts of service, and building honest relationships with their employees.

The best way to achieve a high level of effective, positive influence is through continued education and training.

Our **SONAR Leadership Training Program** is designed to provide today's leaders with the capacity, skills, and tools to listen and respond to their workplace, and to communicate effectively and successfully with everybody in it.

In order for supervisors and managers to be effective, they must be fully engaged in their own self-development. We teach leaders the skills they need to grow, learn, and build people up. Participants learn to become the human equivalent of SONAR. By understanding what is really going on beneath the surface of the workplace, those in charge can develop important relationships with their employees, navigate their people through challenges, and experience success for the teams they lead.

### OUR 1-DAY WORKSHOP OBJECTIVES

**SONAR Leadership** participants will learn:

- The 4 elements of essential leadership practice
- How to develop a leadership mindset and become a coach
- How to engage & achieve results through others
- How to use the power of empathy
- How to become a generous leader
- How to use the JOHARI Window to understand people
- PLUS EXERCISES YOU CAN USE WITH YOUR TEAMS AND MUCH MORE

**PLUS, our gift to you...**

- Handcuffs to Handshakes: Leadership Lessons From More than 30 Years of Handling Humans, by Phil Eastwood, M.A. C.S.P.

**IN PERSON  
FORMAT**

**VIRTUAL  
FORMAT**

## Are You Ready to Increase Your Impact & Influence?

### DESCRIPTION

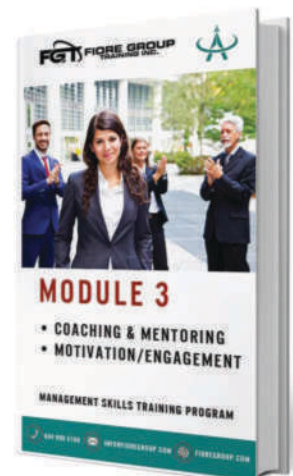
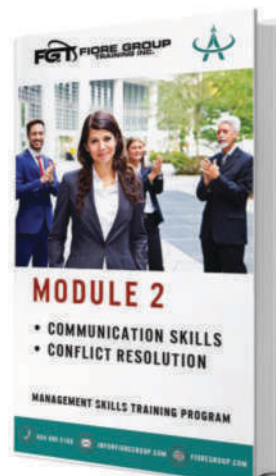
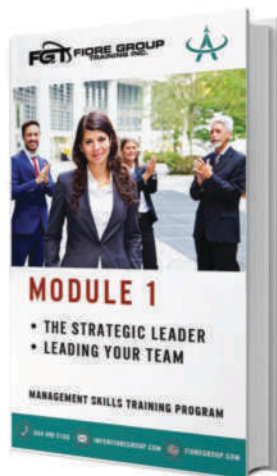
Leadership is a skill like any other. It's a practicable, learnable skill, and is something that we all need to work on. It's like a muscle which helps you get better and stronger through daily training and use.

Leadership in today's changing and challenging environment is focused on inspiring, motivating, and igniting passion in others. We have designed the LEADERSHIP ACCELERATOR PROGRAM to provide you with a leadership toolkit like no other.

Our 3 Module program covers 6 elements critical to today's supervisors and managers to understand and be able to implement effectively and immediately.

By challenging and showing you how to play bigger in your life, we will radically transform your ability to show up and impact those around you.

Leadership is not just for the workplace. It unlocks potential in every aspect of your life.



**IN PERSON  
FORMAT**

**VIRTUAL  
FORMAT**

**E-LEARNING  
FORMAT**



## I-ON-1 COACHING THAT CONNECTS

### DESCRIPTION

Coaching is distinct from working with a consultant or a trainer.

- Coaching provides an ongoing inquiry process for individuals to create their own solutions as opposed to following someone else's expertise, findings and recommendations
- Coaching deepens a person's self-awareness of their unique strengths and talents as a foundation for improvement
- My approach to coaching revolves around core beliefs that form a framework for every coaching conversation

### THE COACHING JOURNEY

- Develop and agree on an action plan and timelines
- Enlist support from others
- Set milestones for follow-up and accountability

#### OPTION 1:

##### Single Chat Easy 60-minute strategy session

- We will provide a number of reflection exercises to complete
- We will provide articles that we feel may add value to the learning journey of self-awareness

#### OPTION 2:

##### 1 to 3 Month Chat Easy Coaching Plans

- Customized to suit your needs
- Contact us for details

**People change when they feel the need to do so.** Most of us won't change simply because someone else wants us to. When others ask us to make changes we don't genuinely want to make, any behaviour change is likely to be temporary because we acted out of a sense of compliance, not a sense of personal commitment.

Change is not easy and typically requires a great deal of effort. When people are committed, change is possible. Making a commitment to the change is half the journey.

**I-ON-1  
FORMAT**

**VIRTUAL  
FORMAT**

# VELOCITY Leadership

## VELOCITY LEADERSHIP: THE HIDDEN PATH TO ACHIEVE EXTRAORDINARY SUCCESS

### DESCRIPTION

The journey that a dream, an idea, or a big audacious goal takes from concept to its realization can be long and fraught with danger.

Most strategic journeys lose between 40 and 60 percent of their potential along the execution highway.

**VELOCITY LEADERSHIP** spotlights the science behind successful strategies of growth and achievement.

There are three essential components: **HEAD, HEART** and **HANDS**.

Once understood, adopted and practiced, extraordinary success becomes predictable, and you will never again lose your way on the highway of success.

This 90-minute presentation is packed full of stories and examples of how teams have overcome enormous obstacles to realize incredible goals, initially thought impossible.

IN PERSON  
FORMAT

VIRTUAL  
FORMAT



## MANAGING REMOTE WORKERS

### DESCRIPTION

#### CRITICAL SKILLS FOR TODAY'S SUPERVISORS AND MANAGERS

Working and collaborating at a distance is now part of many people's professional lives.

Managing virtual employees effectively is a crucial skill for today's managers, especially in a world where remote work has become the norm. To ensure productivity, engagement, and a positive working environment, managers must adapt their approach to suit the unique needs of virtual teams.

There are some key strategies that managers and supervisors must understand to effectively manage virtual/remote employees.

This workshop dives into those strategies and provides participants with a tool kit to help them succeed at something that some people are still getting used to.

The topics focus on both the human and technical aspects of remote work: clear communication, regular check-ins, recognition and feedback, team building, trust and autonomy, as well as being cognizant that not everyone will have the same level of comfort with technology and an awareness of cybersecurity concerns.

Our **Managing Remote Workers** workshop is perfect for experienced supervisors or managers who currently work with remote employees. It is also perfect for supervisors just starting out, or perhaps managers taking over a team that is already remote.

### OUR 4-HOUR WORKSHOP OBJECTIVES

#### MRW PARTICIPANTS WILL LEARN:

- The leadership mindsets you must adopt when leading a virtual team
- Technology tools and rules to keep your team hassle-free
- How to keep your team emotionally healthy when working remotely
- How to keep your team engaged when working remotely
- How to cope with common problems
- How to maintain and build accountability when you can't see your team
- How to manage accountability and conflict on your virtual team
- How to master virtual meetings
- Critical productivity tactics you need to teach your team when they're working from home

IN PERSON  
FORMAT

VIRTUAL  
FORMAT





An organization's most important asset is their employees.

Make a massive difference in **YOUR** workplace.

Contact Fiore Group Training to deliver a customized workshop or eLearning experience to your team today.

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